

Position Description

Administration and Business Systems Support Officer– Disability Employment Services (DES)

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

BRANCH DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Barwon/Geelong, Westgate, Calder, Plenty, Bendigo and Hampden Employment Service Areas. These services include programs from Job Services Australia and Disability Employment Services.

DIVISION DESCRIPTION

Disability Employment Services (DES) provides Disability Management Services and Employment Support Services. These services support people with a disability, illness or injury who are trying to gain, return to and maintain open employment until they are independent.

Position Specifics

Position objective:	<p>Assist with the business systems and administration support needs of MatchWorks DES including quality, compliance and performance systems while working within the Karingal Inc. Mission, Motto, Ideal and Goals</p> <p>Provide effective support in respect to the management of quality and compliance systems and service operations including: make and reconcile program claims and maintain income spreadsheets, assist with payroll and account activities and in business reporting, performance data, continual improvement, training and auditing activities.</p> <p>Provide administration and system support services with respect to DES program, business operations, staff and management.</p>
Reports To:	DES QA Manager
Division:	MatchWorks
Branch:	Disability Employment Services (DES)
Primary Locations:	Corio or Sunshine
Employment status (F/T, P/T):	Full time
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Karingal Collective Agreement: MatchWorks Operational Staff Structure
Remuneration:	<p>Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions.</p> <p>Superannuation is paid at 9%</p>

Position Responsibilities & Duties

ESS

- Collect and export relevant reports and data.
- Make accurate monthly and milestones claims for MatchWorks clients in line with quality systems and program contract compliance guidelines
- Accurately analyse reports and data and reconcile claims in a timely manner

M.S. Excel

- Create and maintain performance data and graphs for Management
- Maintain the Income Claims Spreadsheet
- Reconcile monthly claim income
- Accurately record all claims which have been submitted and paid on Excel spreadsheets

Quality/Compliance

- Assist in the maintenance of service quality, compliance and information systems.
- Conduct auditing and compliance activities in line with contractual requirements and continual improvement objectives
- Assist with Quality Assurance, Auditing and Compliance systems
- Assist with Work instructions
- Assist with surveys

Claims

- Make financial claims electronically for MatchWorks services in accordance with DEEWR requirements in ESS including:
 - Monthly Client Support Claims
 - Milestones payments
 - Outcome Claims
 - Job placement claims
- Submit claims in a timely manner
- Reconcile monthly income and submit details to Employment Branch Accountant

Communication

- Liaise with Management and general staff on related operational matters, planning, strategy reports and meetings/meeting minutes
- Maintain MatchWorks DES Intranet information page/s

General administration support

- Stationary, accounts and other general administration and support activity

Collect and report weekly timesheets**Manage Stationary orders and other accounts****OH&S - Operate within Karingal's OH&S Policy and Procedures****Other duties as directed by manager or supervisor**

Measurable Results & Outcomes

- Provide effective administrative support to DES team
- Make and reconcile claims and claim records in an efficient manner
- Provide effective and courteous customer service support to DES sites
- Complete and maintain effective performance and monitoring data, spreadsheets and charts
- Effectively assist in the maintaining of the highest quality DES program delivery operations through assistance with auditing, monitoring and compliance activities.
- Effective and timely dispersal of program information
- Participate in regular audits and other quality processes to ensure that DEEWR requirements are adhered to and key organisational objectives of the Quality Assurance (QA) program are met in a timely manner (may vary depending on site)
- Work as an effective member of the DES team and in liaison with staff and Management and other relevant stakeholders
- Portray excellent presentation and communication skills at all times

Performance of general position responsibilities to a high standard

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> • High level competence in the use of Microsoft Word, Excel, email and internet. • Strong and efficient administrative skills including word processing, data entry and filing. • The ability to use office equipment such as photocopiers and facsimile machines. • Proven ability to format documentation, accurately record and retrieve information using a database system. • Ability to format data and display in graphical representation. • Strong customer service skills, including telephone manner • Ability to work as part of a team and in high pressure situations. • Ability to adapt to change and with the flexibility to meet changing business needs and priorities • Completion of Police Check
Desirable:	<ul style="list-style-type: none"> • Previous experience in employment services • A current Victorian drivers licence

Application Details

Application instructions:	Please send applications including cover letter and current resume to MatchWorks via email- clearly specifying your preferred work location. Late applications will not be accepted.		
Email:	workwithus@matchworks.com.au	Contact person:	Nikki Brogan Recruitment Officer MatchWorks (03) 5229-8733
Closing date:			

“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.

Please visit our website for more information: www.karingal.org.au